



Aboriginal Financial Officers
Association of Saskatchewan

What, Me Engage?

Presented by:

Bill Medd

Legacy Bowes Group

Session Outcomes

1. What is your role in Employee Engagement?
2. Why is Performance Management difficult?
3. How Coaching Builds Engagement



Icebreaker

- We are together for many reasons:
 - Similar duties / roles, similar sense of purpose, geographic location
- We gravitate to alike thinkers:
 - Shared values, stage of family, ethnicity, gender



Icebreaker

- Line up across room by age
- No talking hand signals only



Icebreaker

- Ask each other two questions:
 1. What do **YOU** like about Human Resources\
 2. What do **YOU** find difficult about Human Resources?



Directors
Managers
Supervisors

A Few Observations...

- You have an extremely important role
- People are counting on you
- You have a lot of responsibilities
- You can't do it all!

P.S. No one can!

80%

Why Do We Coach?

40%

How much time should leaders spend on developing our employees skills?

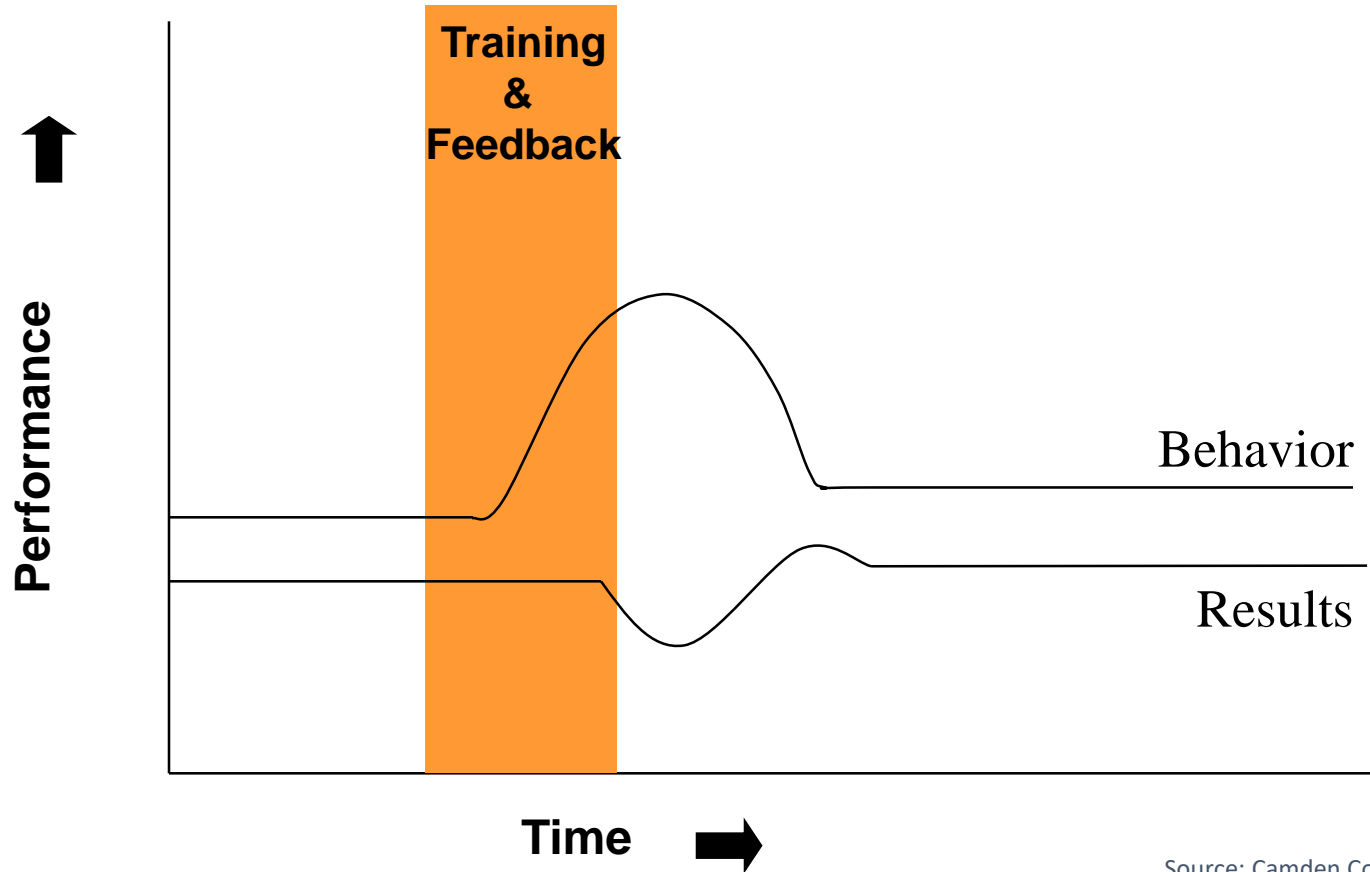
60%

10%

25%

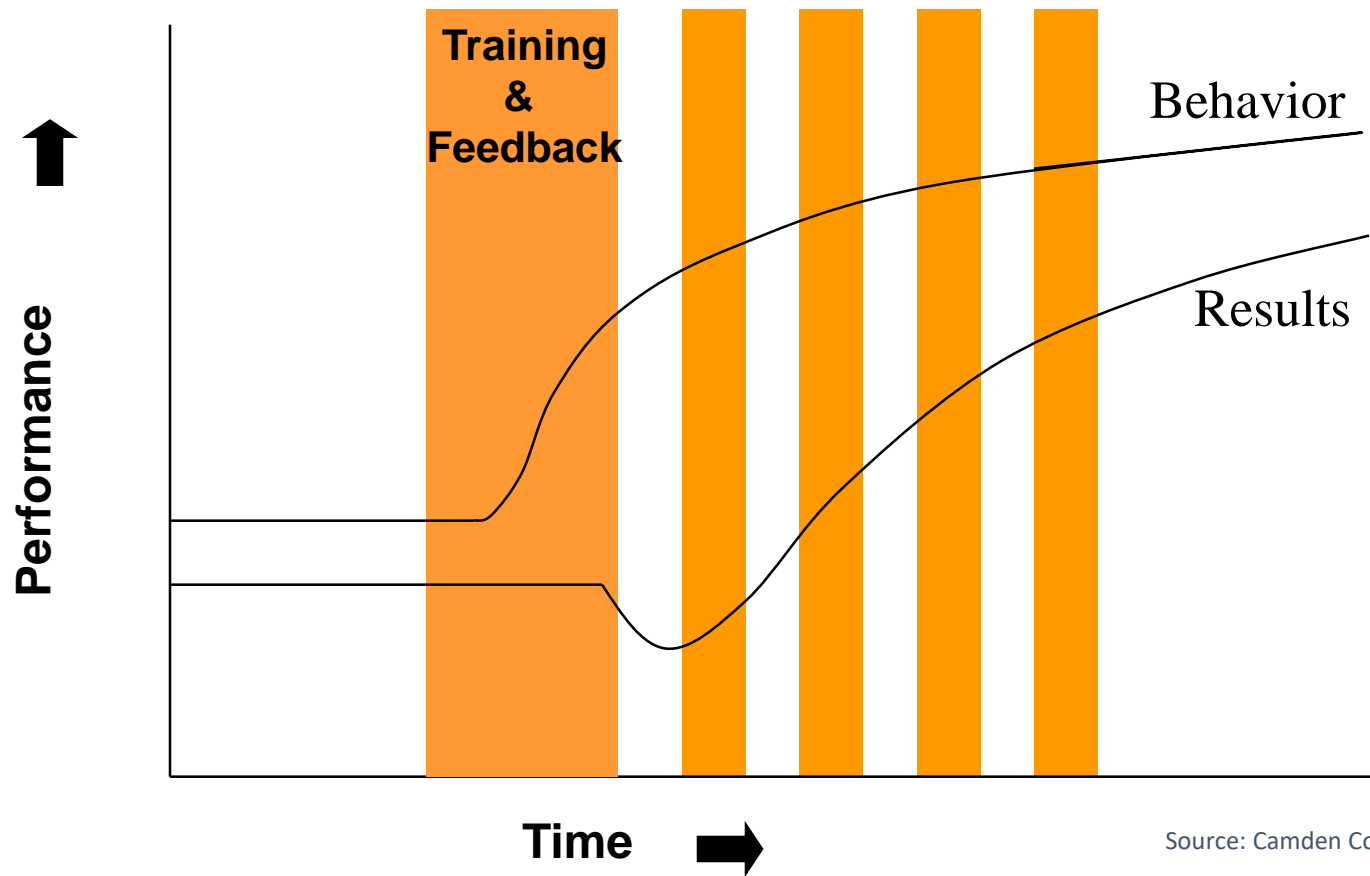
75%

Typical Learning Patterns



Source: Camden Consulting

Learning Patterns With Coaching



Source: Camden Consulting

What is Engagement?



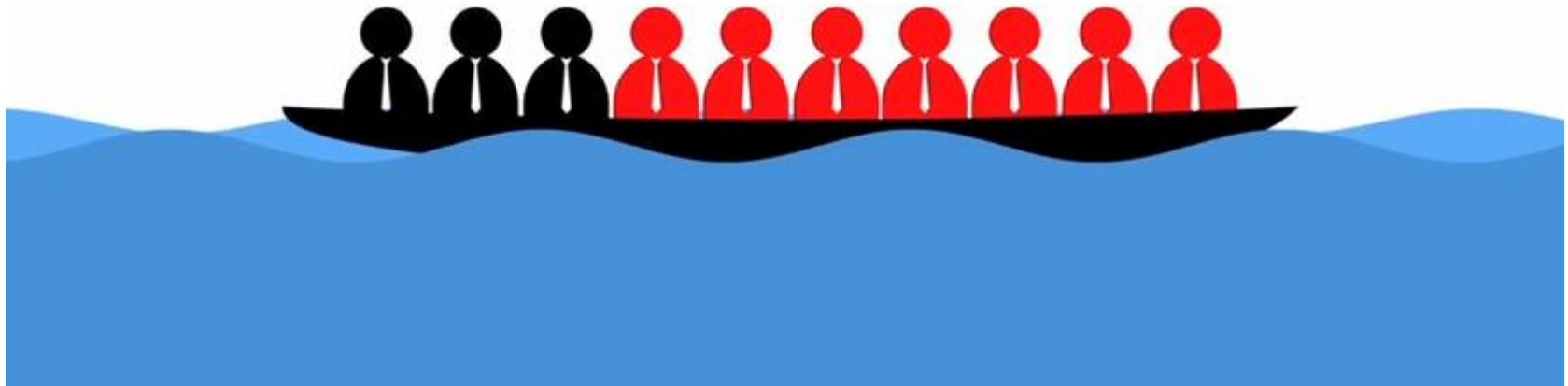
We All Set the Example

- Engagement, like positivity, is contagious
- We all are **role models**. Engaged leaders will be **more likely** to lead engaged employees
- We can all be a constant **reminder** of the behaviors we are expected to exhibit.



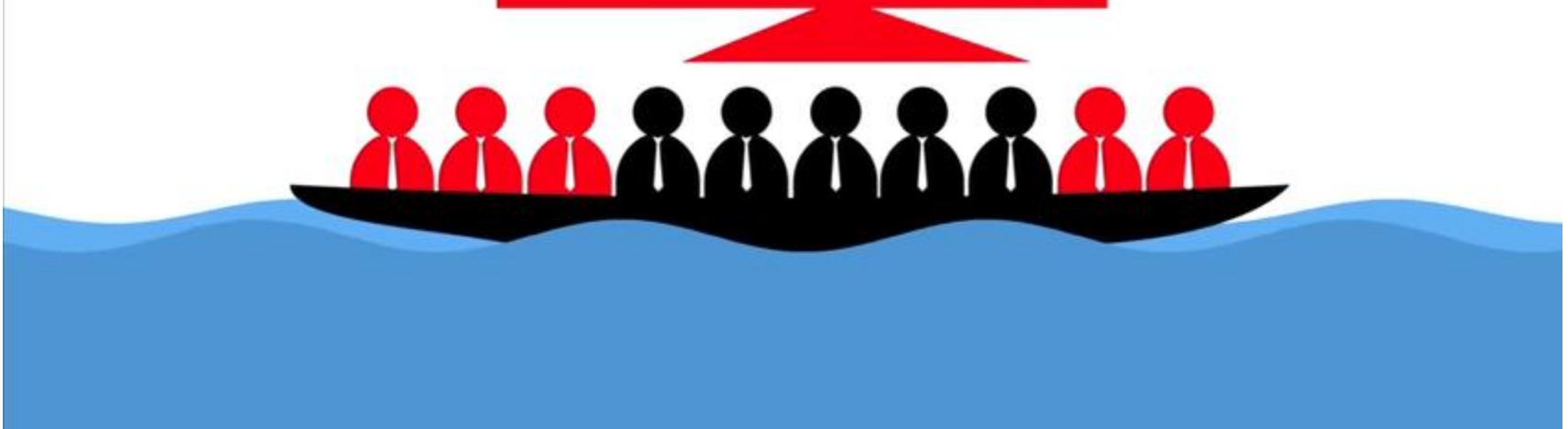
Imagine if on your crew team...

**3 were busting
their butts**



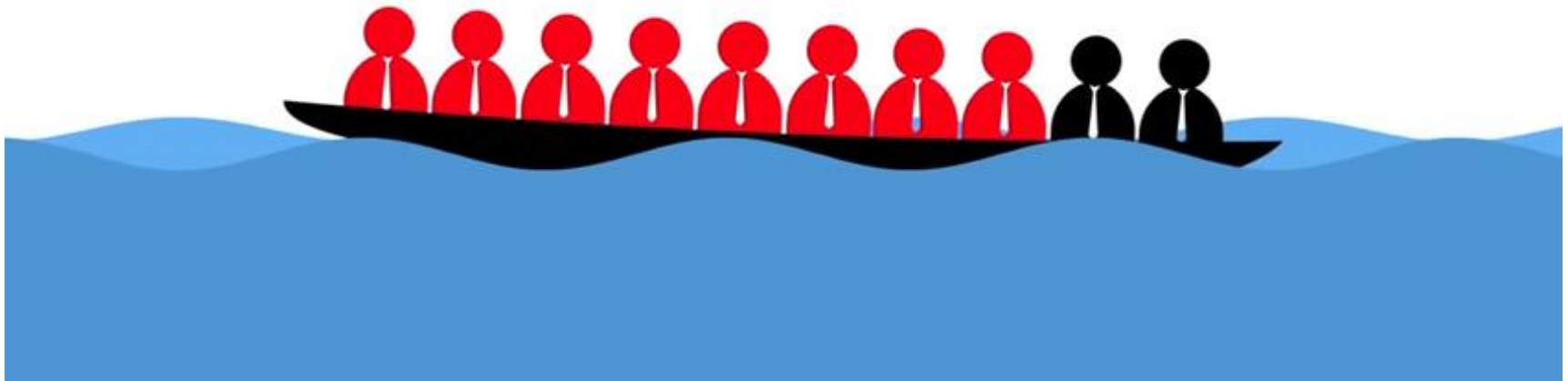
Imagine if on your crew team...

**5 were looking
at the scenery**



Imagine if on your crew team...

and 2 were trying
to sink the boat



Engaged



30%

Disengaged



52%

Actively
Disengaged



18%



This is your company today
according to 2013 research



Engagement - Myth or Fact

1. It is possible to “make” someone engaged.
2. Engagement is the responsibility of the manager
3. A happy employee is an engaged employee
4. I can “engage” others

On the next slide you have 10 seconds to count the number of times you see the letter 'f'.

**The first half of
February is often
the fastest freezing
and most frigid
time of the year**

Decoding

What was your count?

**The first half of
February is often
the fastest freezing
and most frigid
time of the year**



Resistance to Change is Natural

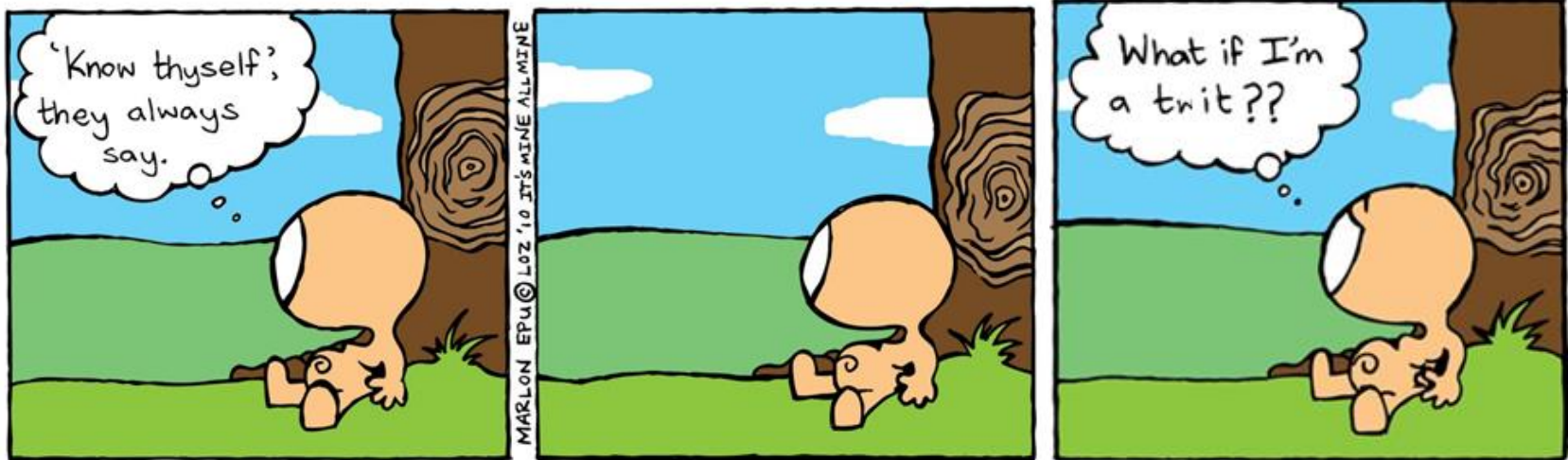
- Threatened, overwhelmed, lack of information, low tolerance, sense of loss, etc.



Where are your staff in the Change Process?

- Commitment Fully invested in change
- Agreement Basic Acceptance/
Passive Acceptance
- Resistance Active or Passive Refusal

KNOW THYSELF!



Why Character?

"Watch your thoughts, for they become Words. Watch your words, for they become actions. Watch your actions, for they become habits. Watch your habits, for they become character. Watch your character, for it becomes your destiny."

Charles Reade (1814-1884), Attributed



How to REALLY provide Coaching

1. Regularly scheduled **developmental** meetings.
2. Focus on **employee**
3. Discuss **behavior** (what you saw)
4. Focus on **outcomes**.



How to REALLY provide Coaching

Regularly scheduled developmental meetings.

What is regularly scheduled?

What is developmental?



How to REALLY provide Coaching

Focus on **employee**

It is not about your to do list.

It is not a one way conversation.

It is about building trust.

It is about talking about the right things.



How to REALLY provide Coaching

Discuss **behavior** (what you saw)

Do not make assumptions about motivations for any behavior – you can only describe what you actually saw or heard!

How to REALLY provide Coaching

Focus on **outcomes**.

Are you seeing the results you want to see?

If not, what behaviors can you change?

If so, what behaviors can you reinforce?



Session Outcomes

1. We all have a role in Employee Engagement!
2. Performance Management does not have to be difficult!
3. We can all Coach to Build Engagement



